



OFFICE OF THE STATE CHIEF INFORMATION OFFICER

J. Clark Kelso
Chief Information Officer

May 5, 2006

Dear Colleagues and Government Leaders:

Last year I asked the California Research Bureau (CRB) to prepare a study of the policies and issues that impact the implementation of Goal 1 in the 2005 California IT Strategic Plan to make government services more accessible to citizens and State clients:

The State will complete a customer-focused, technology-enabled transformation in service delivery to improve the accessibility, value and cost-effectiveness of services, benefits and information provided to the public, businesses, other government agencies and state employees.

Enclosed is the CRB's final report titled, *Policy and Management Issues Framework: Statewide Portal Project*, which has been adopted by the California Portal Steering Committee, the Portal Review Board and the IT Council. The report provides a brief history of the State's web site and identifies policy and management issues associated with the creation of an integrated State web presence. The report addresses vision, public trust, customer-focus, governance, and funding.

I believe you will find this report informative. It challenges us to improve the California web presence and service delivery by enabling the eGovernment solutions the public increasingly expects from us.

I invite you to read the report and attend a presentation, "eGovernment Solutions Californians Deserve and Expect: Policy Challenges," hosted by the University of Southern California on Thursday, May 11th from 12:00 PM to 1:30 PM, in Room 500 at the Library and Courts Building located at 914 Capitol Mall. Speakers will include Gregory G. Curtin, PhD, JD, of the USC California Policy Institute, Paul W. Taylor, PhD, of the Center for Digital Government, and me.

My thanks and appreciation goes to the California Research Bureau for their exemplary work in completing this significant policy report.

Sincerely,

J. Clark Kelso
Chief Information Officer
State of California

Enclosure: *Policy and Management Issues Framework: Statewide Portal Project*